

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



July 18, 2001

President Loretta M. Lynch
Commissioner Richard A. Bilas
Commissioner Henry M. Duque
Commissioner Carl W. Wood
Commission Jeff Brown

Subject: ESP Complaint Report

D. 98-03-072 requires the Consumer Services Division (CSD) to develop and prepare a report to the Commission showing the number of complaints against ESPs as well as formal enforcement investigations on ESPs. The decision also requires that this information be made available to the public and be posted on the Commission's web site. The report, issued initially every three months, is now issued semiannually in accordance with D. 98-03-072 directives.

Attached is the ninth ESP complaint report due July 18, 2001, which covers the reporting period of December 2000 through May 2001. The report indicates formal complaints filed against ESPs with the Commission's Docket office as well as formal investigations instituted by the Commission's Consumer Services Division. The registered ESPs appearing on the report were those as of July 17, 2001. The non-registered ESPs on the report are companies that have submitted direct access service requests (DASRs) to the utility distribution companies.

Yours truly,

Richard W. Clark, Director
Consumer Services Division

**Number of ESP Formal Complaints and Investigations Per Company
December 2000 – May 2001**

Registered ESPs	Complaints per customer	Investigations
3 Phases Electrical Consulting	0	
ACN Energy, Inc	0	
American Energy Savings, Inc	0	
American Utility Network (A.U.N.)	0	
Ancor	0	
AOL Utility Corp	0	
Arizona Public Service (APS)	0	
BBOSS, LLC	0	
Clean Earth Energy, Inc	0	
electric America/Commonwealth	0	Investigation (1)
Consumer Energy Services	0	
eEnergy, Inc	0	
Energy America, LLC	0	
Enron Energy Marketing Corp	0	
Enron Energy Services, Inc	0	
Enron Power Marketing, Inc	0	
Go-Green.com (formerly Cleen'n Green)	0	
Green Mountain Energy Resources, LLC	0	
Mirant Americas Energy Marketing, LP	0	
Modesto Irrigation District	0	
New West Energy	0	
Power for Less, Inc	0	
PowerCom Energy & Communications Access, Inc	0	
PowerSource, Ltd	0	
Sempra Energy Sales, LLC		
SmartEnergy.com, Inc	0	
Strategic Energy, LLC	0	
Tenderland Power Company, Inc	0	
The New Power Company	0	
United Energy Management, Inc	0	
Utility.com	0	

Non-registered ESPs		
AES NewEnergy, Inc	0	
Association of Bay Area Governments (ABAG)	0	
Eastside Power Authority	0	
IDACORP Energy Solutions	0	
ITT Powercom	0	Investigation (2)
Illinova Energy Partners	0	
New Energy California, LLC	0	
PG&E Energy Services Ventures, LLC	0	
Palm Springs Energy Service, City of	0	
Preferred Energy Services	0	
Seattle City Light	0	

Footnote: To accurately reflect ESP complaint activity, below is the informal complaint activity for the period of December 2000 through May 2001:

Money impounded for ESP informal complaints	\$ 7,534
Number of ESP informal complaints	132

(1) Settled

(2) Pending Presiding Officer Decision